

MISHAP NOTIFICATION REQUIREMENTS (Type A, B, or other High-Visibility Mishap or Close Call) ⁴

1. **Call 911** (or 321-867-7911 from a cell phone at KSC, 853-0911 at CCSFS) for any injury/illness requiring prompt medical attention or any other emergency response. If needed, call 867-2121 or 867-8677 to request assistance from Protective Services in securing the scene.
2. **The Responsible Organization (Notes 1 & 3) shall:**
 - a. Immediately notify a member of the cognizant Safety & Mission Assurance Division and Institutional Division (SA-E) identified in [Table 1](#). [Notification for Type A, B or NASA Highly-visibility mishaps and close calls shall be immediately (within 1 hour) in person, telephone, or Microsoft Teams]
 - b. Initial data to be reported, reference the attached Initial Safety Incident Reporting ([Table 3](#)).
3. **The Cognizant Safety Organization¹ shall use:**
 - a. The attached [Checklist I](#) for Type A and B mishaps, high-visibility mishaps, and close calls to execute its mishap functions.
 - b. The attached [Checklist II](#) for Type C and D mishaps, and close calls involving federal employees and government property execute its mishap functions.

The Cognizant Safety Organization shall submit a follow-up electronic initial report using the NASA Mishap Information System (NMIS) within 24 hours.

Additional key contact information is listed in [Table 1](#) (S&MA Contacts) and [Table 2](#) (NASA Headquarters).

Notes:

1. The Cognizant Organization is the organization responsible for the activity, personnel involved, or operation / program where the mishap occurred. This includes civil service, contractor or visitors at KSC or offsite KSC managed activities. See the attached Initial Safety Incident Report in [Table 3](#) for information to be reported.
2. The cognizant S&MA Division or Offices: Exploration Research & Technology Office (UB) is SA-B; SA-CCP for Commercial Crew Program (FA), SA-D Launch Services Program (VA); SA-F for Ground Systems Development and Operations Program (LX), and SA-E for all others.
3. Contractors provide notification & investigate mishaps as specified in the provision of their contracts, agreements, and grants.
4. High-Visibility Mishap or Close Calls are mishaps or close calls, regardless of the amount of property damage or personnel injury, that the Administrator, Chief/OSMA, CD, or the Center SA director judges to possess a high degree of programmatic impact or public, media, or political interest including, but not limited to, mishaps and close calls that impact flight hardware, flight software, or completion of critical mission milestones.

INCIDENT CLASSIFICATION:

MISHAP TYPE	MISHAP DESCRIPTION	
	PERSONNEL INJURY -----AND/OR-----	PROPERTY DAMAGE
A	Fatality, or total permanent disability	Property Damage ≥ \$2M
B	In-patient hospitalization of 3 or more people within 30 days, or permanent partial disability	Property Damage ≥ \$500K But < \$2M
C	Injury with days away from work or restricted duty (lost time), or in-patient hospitalization of 2 or less people within 30 days	Property Damage ≥ \$50K But < \$500K
D	Injury with medical treatment only (no lost time)	Property Damage ≥ \$20K But < \$50K
Close Call	No injury, or only minor injury requiring first aid, but event possesses the potential to cause a NASA mishap	No Property Damage Or less < \$20K

ACRONYMS

CD	Center Director	IRT	Interim Response Team
CHMO	Chief Health Medical Officer	MIPO	Mishap Investigation Program Office (Center POC)
CS	Civil Servant	OIA	Office of Infrastructure and Administration
FD	Fire Department	OSMA	Office of Safety and Mission Assurance
IA	Investigating Authority	PS	Protective Services
IC	Incident Commander	RSO	Responsible Safety Organization

SAFETY & MISSION ASSURANCE MISHAP NOTIFICATION

KSC-PLN-2807-NOTIFICATION
Rev. C**CHECKLIST I****For Type A, B, NASA High-Visibility Mishaps**

TIME CONSTRAINT	ACTION OFFICE	ACTION	CONTACT METHOD	TELEPHONE/ Email	RECEIVING OFFICE
T _{ZERO}	Responsible Org / Cognizant S&MA / Institutional Services Contractor's Duty Office Notification Checklist / Individual Caller / Supervisor	Complete Mishap Notification	Telephone, e-mail, or Microsoft Teams	Primary: Lester Jean (SA-E1) Office: (321) 867-3027 Cell: (321) 456-7055 Back up: Gary Hendricks (SA-E1) Office: (321) 867-8738 Cell: (321) 501-0832 Alternate: Michael Williams (SA-E2) Office: (321) 867-0456 Cell: (321) 289-7550 867-SAFE / 321-867-7233	Institutional Division (SA-E)
	SA-E / MIPO	Notify applicable cognizant S&MA division safety representative.	Telephone, e-mail, or Microsoft Teams	See Table 1	S&MA Point of Contact (POC)
	SA-E	Dispatch IRT			IRT member
	SA-E Division Chief or Deputy	Notify SA Director and/or Deputy of possible mishap	Telephone or Microsoft Teams	Director: Ronnie Rodriguez Office: (321) 867-6174 or 867-7390 Cell: (321) 213-1417	SA / SA Deputy
				Technical Assistant: Lori Thurow Office: (321) 867-8810 Cell: (321) 508-4241	
				Safety Hotline: (321) 867-SAFE	
	FD / IC / PS	Arrival at mishap site			N/A
	FD / IC	Perform Rescue Ops			
		Mitigate Hazards, Safe & Secure Mishap Site			
	PS	Determine if there is criminal wrongdoing associated with the mishap		KSC OIG (321) 867-4714 NASA OIG HOTLINE 1-800-424-9183	OIG
		Assist the IC to Secure mishap site			N/A
	IRT	Arrival at KSC to pick-up IRT mishap kit			

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		Deploy IRT				IRT Members
	IRT	Arrival at mishap site & report to IC, if still on-site				
	IRT	IRT ^{1,2}	Accept Control of mishap site once IC releases site			N/A
			Coordinate with PS as needed to secure the mishap site			
			Coordinate with the Responsible Organization (NASA Safety will assume control of the mishap site)			
			Assess mishap site for hazards, additional hazard mitigation and PPE requirements			
			Communicate information to determine mishap classification	Telephone, Radio, e-mail, or Microsoft Teams	Inform MIPO, SA-E Division Chief or Deputy. See table 1 for contact information.	SA-E and MIPO
		IRT	If NASA fatality , notify the Human Resources (HR) Office	Telephone	Office: (321) 867-4747 Cell: (256) 626-3623	BA
	MIPO / SA-E	Assist the SA Director / Deputy in classifying the mishap		In-person, Telephone, or Microsoft Teams	Director: Ronnie Rodriguez Office: (321) 867-6174 or 867-7390 Cell: (321) 213-1417	SA Director / Deputy
					Technical Assistant: Lori Thurow Office: (321) 867-8810 Cell: (321) 508-4241	
	IRT	IRT-F ²	Identify witnesses, issue and collect witness statements using KSC Form 50-285			N/A
	SA Director, Deputy, or Designee	Notify Center Director / Deputy Director		In-person, Telephone, or Microsoft Teams	Center Director: Janet Petro Office: (321) 867-3333 Cell: (321) 289-8369	CD / Deputy CD
					Deputy Director: Kelvin Manning Office: (321) 867-7246	
	MIPO	Activate applicable Center or Program Mishap Preparedness Contingency Plan (MPCP)		Telephone, or Microsoft Teams		N/A
	IRT	IRT	Preserve evidence, document the scene, and collect debris. Impound data, records, etc. Complete a KSC 20-128, KSC			

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			Property and Chain of Custody Receipt			
T0 + < 1 HOUR	SA-E Division Chief, Deputy, or MIPO	Notify OSMA within 1 hour		Telephone	Ken O'connor: (216) 433-9614; or (866) 230-6272 after hours	OSMA
	OSMA	Acknowledge notification				MIPO
	IRT	IRT	Advise the Civil Servant (CS) supervisor drug testing is required for damage over \$10 K	In-person, Telephone, or Microsoft Teams		Applicable Site Supervisor
	SA-E	Notify AFGE Labor Union for civil servant mishaps (for Bargaining Unit Member only)		Telephone or Microsoft Teams	Office: (321) 861-0020	AFGE
		Notify Communication and Public Engagement (PX), advise not to release employee's name until next-of-kin notification			News Chief: Patty Bielling Office: (321) 867-9284 Cell: (321) 501-7575 Alternate: Amanda Griffin Office: (321) 867-3583 Cell: (321) 593-6244	PX
		Notify Chief Counsel (CC)			Daniel Shaver Office: (321) 867-2919 Cell: (321) 289-2196	CC
	IRT	IRT	Notify Office of the Inspector General (OIG) of suspected criminal wrongdoing		OIG (321) 867-4714; NASA OIG HOTLINE (800) 424-9183	OIG
	SA-E	Notify SA & SA deputy when notifications are completed			Director: Ronnie Rodriguez Office: (321) 867-6174 or 867-7390 Cell: (321) 213-1417 Technical Assistant: Lori Thurow Office: (321) 867-8810 Cell: (321) 508-4241	SA / SA Deputy
		Notify OSHA (Type A fatality or permanent total disability)			(813) 626-1177 or (800) 321-6742	OSHA Regional Office
		Inform OSMA that OSHA was contacted			See Above	OSMA
	T0 + < 8 HOURS					
		CD or Designee / HR (BA)	Fatality, notify family of deceased prior to publicly releasing employee's name		In-person or Telephone	
MIPO		Initiate request for Investigating Authority (IA) members		In-person, Telephone, or	Lester Jean (SA-E1) Office: (321) 867-3027 Cell: (321) 456-7055	KSC NASA Division Chiefs

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			Microsoft Teams		
		Control access to impounded materials from IRT until IA starts investigation using the KSC 20-128, KSC Property and Chain of Custody Receipt			MIPO
	KSC CHMO	Distribute medical information	In-person, Fax, or Encrypted email		SA-E
T0 + < 24 HOURS	Cognizant S&MA	Populate NMIS (SA-E will enter CS related mishap or property damage over \$500K)			N/A
T0 + < 24 HOURS	CD or Designee	Report Type A, B, or NASA high-visibility mishap to NASA Administrator	Telephone or e-mail		NASA Administrator
T0 + < 24 HOURS	SA-E	Provide follow-up report	e-mail	See Table 2	OSMA
T0 + < 24 HOURS	MIPO	Provide a provisional list of IA appointees to the OSMA Mishap Investigation Program Executives for concurrence.	e-mail	kenneth.m.oconnor.nasa.gov	OSMA
T0 + < 7 DAYS	IA	Control access to impounded materials from MIPO using the KSC 20-128, KSC Property and Chain of Custody Receipt			N/A
	SA-E	Verify NMIS is updated at least every 30 days with current data			
T0 + < 30 DAYS		Notify OSHA of change in fatalities or hospitalization within 30 days of mishap (for civil servant related mishap)	Telephone	(813) 626-1177 or (800) 321-6742	OSHA Regional Office
T0 + < 30 DAYS	SA-E	Update 300 Log (for civil servant related mishap)			N/A

¹ The IRT will remain in contact with SA-E as much as possible to communicate necessary information for mishap classification and up-channel notification.

² When two (2) IRT members respond to a mishap, one must be a federal employee (IRT-F). IRT-F will interview witnesses and collect witness statements, using [KSC Form 50-285](#), while other IRT members perform all other duties. Upon completion of all pre-assigned tasks, IRT members will assist each other until all IRT duties are completed. When only one (1) IRT member responds to a mishap, that member must be a federal employee and will perform all IRT duties.

SAFETY & MISSION ASSURANCE MISHAP NOTIFICATION

KSC-PLN-2807-NOTIFICATION
Rev. C**CHECKLIST II****For Type C, D, and Close Calls involving federal employees and government property damage and Center High-visibility close calls (See Note 4 Below)**

TIME CONSTRAINT	ACTION OFFICE	ACTION	CONTACT METHOD	TELEPHONE/ Email	RECEIVING OFFICE
T _{ZERO}	Responsible Org / Cognizant S&MA / Institutional Services Contract Duty Office Notification Checklist / Individual Caller / Supervisor	Complete Mishap Notification	Telephone or Microsoft Teams	Primary: Lester Jean (SA-E1) Office: (321) 867-3027 Cell: (321) 456-7055	Institutional Division (SA-E)
				Back up: Gary Hendricks (SA-E1) Office: (321) 867-8738 Cell: (321) 501-0832	
				Alternate: Michael Williams (SA-E2) Office: (321) 867-0456 Cell: (321) 289-7550	
				(321) 867-SAFE / 867-7233	
	Cognizant Safety Org. / SA-E	Dispatch IRT ¹			IRT
	SA-E ¹	Notify applicable cognizant S&MA division safety representative.	Telephone, e-mail, or Microsoft Teams	Table 1	S&MA POCs
	IRT ²	Notify SA-E / MIPO of possible mishap	Telephone or Microsoft Teams	Gary Hendricks (SA-E1) Office: (321) 867-8738 Cell: (321) 501-0832 MIPO: Lester Jean (SA-E1) Office: (321) 867-3027 Cell: (321) 456-7055	SA-E Division Chief / MIPO
	SA-E Division Chief or Deputy	Notify SA Director and/or Deputy MIPO of possible mishap	Telephone	Director: Ronnie Rodriguez Office: (321) 867-6174 or 867-7390 Cell: (321) 213-1417 Technical Assistant: Lori Thurow Office: (321) 867-8810 Cell: (321) 508-4241	SA / SA Deputy
	FD / IC / PS	Arrival at mishap site	Physical		N/A
	FD / IC	Perform Rescue Ops			
		Mitigate Hazards, Safe & Secure mishap site			

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TIME CONSTRAINT	ACTION OFFICE	ACTION	CONTACT METHOD	TELEPHONE/ Email	RECEIVING OFFICE
	PS	Determine if there is criminal wrongdoing, associated with the mishap		KSC OIG: (321) 867-4714 NASA OIG HOTLINE 1-800-424-9183	OIG
		Assist the IC to Secure mishap site			
T_{ZERO}	IRT	Arrival at KSC to pick-up IRT mishap kit			N/A
	IRT	Arrival at mishap site & report to IC, if still on-site			
		Coordinate with PS as needed for control of mishap site			
	IRT ²	Communicate information for mishap classification	Telephone / Radio		SA-E
	IRT ^{3,4,5}	Coordinate with the Responsible Organization (NASA Safety may assume control of a contractor mishap site ⁴)			N/A
	IRT	Assess mishap site for hazards, additional hazard mitigation, PPE requirements			
T₀ + < 1 HOUR	MIPO / SA-E	Classify mishap & Notify SA Director and/or Deputy Director (Based on Initial worst-case estimate)	In-person, Telephone, or Microsoft Teams	Director: Ronnie Rodriguez Office: (321) 867-6174 or 867-7390 Cell: (321) 213-1417 Technical Assistant: Lori Thurow Office: (321) 867-8810 Cell: (321) 508-4241	SA / SA Deputy
	IRT ^{3,4,5}	Preserve evidence, document the scene, and collect debris. Interview witnesses. Impound data, records, etc. Complete a KSC20-128, KSC Property and Chain of Custody Receipt			N/A
		CS is involved, advise the CS supervisor that drug testing is required for damage over \$10K	Telephone, e-mail, or Microsoft Teams		Applicable Site Supervisor

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TIME CONSTRAINT	ACTION OFFICE	ACTION	CONTACT METHOD	TELEPHONE/ Email	RECEIVING OFFICE
	SA-E / IRT	Notify AFGE Labor Union for civil servant mishaps	Telephone	Office: (321) 861-0020	AFGE
		Notify Office of the Inspector General (OIG) of suspected criminal wrongdoing		KSC OIG (321) 867-4714 NASA OIG HOTLINE 1-800-424-9183	OIG
	MIPO ^{4,5}	Initiate Investigating Authority Appointment Letter for Appointing Official		Lester Jean (SA-E1) Office: (321) 867-3027 Cell: (321) 456-7055	SA Director or CD (As Appropriate)
T0 + < 8 HOURS	SA-E Division Chief or Deputy	Update SA Director and/or SA Deputy Director	Telephone, E-mail, or Microsoft Teams	Director: Ronnie Rodriguez Office: (321) 867-6174 or 867-7390 Cell: (321) 213-1417 Technical Assistant: Lori Thurow Office: (321) 867-8810 Cell: (321) 508-4241	SA and/or SA Deputy
	KSC CHMO	Distribute medical information	Verbal, Fax (SBU)		SA-E
T0 + < 24 HOURS	Cognizant Safety Org.	Populate NMIS (SA-E will enter for CS-related mishap)			N/A
	IA ^{3,4}	Control access to impounded materials using the KSC 20-128, KSC Property and Chain of Custody Receipt			N/A
T0 + < 30 DAYS	Cognizant Safety Org. / SA-E	Update NMIS at least every 30 days with current data			N/A
T0 + < 30 DAYS	SA-E	Notify OSHA of change in fatalities or hospitalization within 30 days of mishap (for CS related mishap)	Telephone	(813) 626-1177 or 1-(800) 321-6742	OSHA Regional Office
	SA-E	Create 300 Log Entry (for CS related mishap)			N/A

1) In all likelihood, an Institutional Division representative (division chief or other) will have already been notified and may be on-site.

2) The IRT will remain in contact with SA-E where possible to communicate necessary information for mishap classification and up-channel notification.

3) When two (2) IRT members respond to a mishap, one must be a federal employee (IRT-F). IRT-F will interview witnesses and collect witness statements, using [KSC Form 50-285](#), while other IRT members performs all other duties. Upon completion of all pre-assigned tasks, IRT members will assist each other until all IRT duties are completed. When only one (1) IRT member responds to a mishap, that member must be a federal employee and will perform all IRT duties.

4) When a NASA mishap investigation is determined to be NASA's best interest.

5) Investigation is required for all mishaps involving Civil Service (CS) employee.

Table 1

S&MA CONTACT INFORMATION				
ORGANIZATION	NAME (POC)	WORK PHONE(s)	Alternate Contact Method	EMAIL/FAX
Mishap Investigation Program Office (SA-E1)	Lester Jean	Office: (321) 867-3027 Cell: (321) 456-7055	Microsoft Teams	lester.j.jean@nasa.gov
Institutional Division (SA-E)	Josephine Santiago-Bond, Chief, Institutional Safety Division (SA-E)	Office: (321) 867-4998 Cell: (321) 213-3633	Microsoft Teams	josephine.b.santiago-bond@nasa.gov
	Terry Turlington, Assistant Division Chief, Institutional Division (SA-E)	Office: (321) 867-5779 Cell: (321) 607-1632	Microsoft Teams	terry.s.turlington@nasa.gov
	Gary Hendricks (SA-E1) Institutional Safety and Quality Branch Chief	Office: (321) 867-8738 Cell: (321) 501-0832	Microsoft Teams	gary.d.hendricks@nasa.gov
Safety and Mission Assurance (S&MA) Directorate (SA)	Ronnie Rodriguez, Director, Safety and Mission Assurance	Office: (321) 867-6174 Cell: (321) 213-1417	Microsoft Teams	ronnie.rodriguez@nasa.gov
	Lori Thurow, Technical Assistant, Safety and Mission Assurance	Office: (321) 867-8810	Microsoft Teams	lori.g.thurow@nasa.gov
Exploration Research & Technology Office (SA-B)	Derek Mitchell, Acting Chief, Exploration Research & Technology Office	Office: (321) 867-1960 Cell: (304) 638-4621	Microsoft Teams	derek.m.mitchell@nasa.gov
Commercial Crew Office (SA-CCP)	Ken Hale Chief, Commercial Crew Office	Office: (321) 867-8734 Cell: (321) 750-1240	Microsoft Teams	kenneth.a.hale@nasa.gov
Launch Services Division (SA-D)	Jessica Williams, Chief, Launch Services Division	Office: (321) 867-4391 Cell: (321) 289-7043	Microsoft Teams	jessica.d.williams@nasa.gov
Exploration Ground Systems (EGS) Division (SA-F)	Henry Bursian Chief, EGS S&MA Division	Office: (321) 861-3870 Cell: (321) 213-0674	Microsoft Teams	henry.bursian-1@nasa.gov
	Bryan Keen Deputy Chief, EGS S&MA Division	Office: (321) 867-0434 Cell: (321) 747-8078	Microsoft Teams	bryan.keen-1@nasa.gov

Table 2

SAFETY & MISSION ASSURANCE MISHAP NOTIFICATION**KSC-PLN-2807-NOTIFICATION****Rev. C****NASA Headquarters Notification – The SA POC shall contact at least one person at NASA HQ Office**

NASA HEADQUARTERS PRIORITIZED NOTIFICATION LIST				
	NAME	WORK PHONE(S)	EMAIL	FAX
Office of Safety and Mission Assurance	1. Russ DeLoach	(321) 258-4810	russ.deloach-1@nasa.gov	Fax (202) 358-3104
	2. Frank J. Groen	(202) 358-4900	frank.j.groen@nasa.gov	Fax (202) 358-3104
NASA Safety Center	3. Ken O'Connor	(216) 433-9614 office (216) 287-0675 cell	kenneth.m.oconnor@nasa.gov	Fax (266) 433-9610

Table 3
Initial Safety Incident Report

1. DATE OF INCIDENT
2. TIME OF INCIDENT
3. GENERAL LOCATION (Building, Area, Facility, etc.)
4. EXACT LOCATION (Street, Floor, Room, etc.)
5. NUMBER OF FATALITIES, IF KNOWN
6. NUMBER OF HOSPITALIZED EMPLOYEES, IF KNOWN
7. TYPE OF INJURY, IF KNOWN (Worst case)
8. TYPE AND ESTIMATE OF DAMAGE, IF KNOWN (WORST CASE)
9. RESPONSIBLE ORGANIZATION
10. ORGANIZATION POINT OF CONTACT
11. ORGANIZATION MAIL CODE
12. POINT OF CONTACT PHONE
13. MISSION AFFECTED, IF KNOWN
14. PROGRAM IMPACT, IF KNOWN (Describe impact in terms of delay, cost adjustment, etc.)
15. BRIEF INCIDENT DESCRIPTION (**Do not** use actual names, include in the description the sequence of events, number and extent of injuries, extent of property damage, cause, etc., if known.)

IMPACT SUMMARY

CHECK ALL CURRENT OUTCOMES FROM THIS EVENT THAT ARE KNOWN FACTS (Do not check any box that indicates any future potential or outcome.)

<input type="checkbox"/>	FATALITY
<input type="checkbox"/>	PERMANENT TOTAL DISABILITY
<input type="checkbox"/>	PERMANENT PARTIAL DISABILITY
<input type="checkbox"/>	3 OR MORE PEOPLE HOSPITALIZED
<input type="checkbox"/>	1 OR 2 PEOPLE HOSPITALIZED
<input type="checkbox"/>	LOSS OF CONSCIOUSNESS
<input type="checkbox"/>	INJURY OR ILLNESS
<input type="checkbox"/>	DAMAGE ESTIMATE OVER \$2,000,000
<input type="checkbox"/>	DAMAGE ESTIMATE BETWEEN \$500K AND \$2M
<input type="checkbox"/>	DAMAGE ESTIMATE BETWEEN \$50K AND \$500K
<input type="checkbox"/>	DAMAGE ESTIMATE BETWEEN \$20K AND \$50K
<input type="checkbox"/>	DAMAGE ESTIMATE UNDER \$20K
<input type="checkbox"/>	SERIOUS DAMAGE TO FLIGHT OR GROUND SUPPORT HARDWARE
<input type="checkbox"/>	SERIOUS DAMAGE TO AIRCRAFT OR SPACE HARDWARE
<input type="checkbox"/>	UNEXPECTED DAMAGE DUE TO TEST FAILURE
<input type="checkbox"/>	AFFECTED PRIMARY OBJECTIVE(S) OF MISSION
<input type="checkbox"/>	SIGNIFICANT PROGRAM IMPACT
<input type="checkbox"/>	HIGH-VISIBILITY (Internal or external to NASA)